

# **WHAT YOU CAN EXPECT**

## **INFORMATION FOR PEOPLE COMING INTO AN IDEA SERVICES HOME**

## **ABOUT THIS BOOKLET**

- This booklet is about living in an IDEA Services home. IDEA Services is part of IHC
- You can ask your family, friend or a staff person to help you understand this booklet.

### **Before deciding to come into IDEA Services home**

- A Needs Assessor will meet with you and your family to discuss what you and your family need and want in your life
- Needs Assessors don't work for IDEA Services
- IDEA Services also needs to know what you need and want

## **THE THINGS NEEDS ASSESSORS AND WE WILL WANT TO KNOW ARE:**

- The things that are important to you
- Who are your friends and family?
- About your culture and how that is important to you
- What type of support or help do you need?
- What are you good at and what do you find hard?
- How easily can you get around the community?
- How do you like to communicate eg: talk, sign?

You can also say what things you and your family think are important

## **YOU HAVE RIGHTS**

In New Zealand all people who get a health and disability service have rights under the Health & Disability Code of Rights.

Your Rights are:

1. To be treated with respect
2. To be treated fairly
3. To dignity and independence
4. To support and care that suits you
5. To be told things in a way you understand
6. To be told about your health or disability
7. To make choices about your care and support
8. To support
9. To decide if you want to be a part of training, teaching or research
10. To make a complaint

You can find out more about these Rights by phoning IHC on 0800 442 442 or contacting the Health & Disability Commissioner on 0800 11 22 33

## **IDEA SERVICES STAFF**

- Staff are there to support and help you
- You will have your own key worker - a staff person who will:
  - Get to know you and what is important to you
  - Make sure other staff know what you want and need
  - Help you do the things you want
  - Help and support you to get to the doctor, dentist and other appointments
  - Help you keep in contact with your family if you want to
- You will have staff who are trained to support you and others in IDEA services
- You can ask to have a different key worker if you want

# WHEN YOU COME INTO AN IDEA SERVICES HOME...

## You can expect

- To be introduced to staff and help to decide who is employed as staff
- ☐ To be treated with respect
- ☐ To have staff who
  - put your needs before their own
  - have had training and know how to support you
  - will support you to do the things you want to do
  - will take you out and about in the community
- To be told about any rules and what they mean to you

## ***You can help us by:***

- Working with staff and helping staff to get to know you
- Telling staff what you want and how they can help you
- Telling staff what things are important to you
- Telling staff if you are not happy or need help

# **LIVING IN AN IDEA SERVICES HOME**

## **You can expect**

- ❑ To live with others
- ❑ To have regular house meetings
- ❑ To be part of the decision making in your home

## **Living with others**

- ❑ You can expect to live with people you get on with
- ❑ You need to be aware of the needs of others. We are not all the same
- ❑ It may take time to know or understand others
- ❑ Staff will help you sort out any problems

## **LIVING IN AN IDEA SERVICES HOME**

Some things you might want to know

- IDEA Services insure most of the things you own at your home. Staff will help you make a claim if your things are lost, stolen or damaged
- You will have a chance to learn new skills and try new things
- You can have your own key to the house

## **LIVING IN AN IDEA SERVICES HOME**

Some things you might want to know

- ❑ You can have friends and family to stay over if you want
- ❑ You can have friendships and relationships with other people
- ❑ You can have your own bedroom unless you want to share
- ❑ You can have your own furniture in your room and your own sheets and towels

You can help us by

- ❑ Respecting other people's things
- ❑ Following any rules
- ❑ Helping around the house with things like cooking, cleaning, shopping
- ❑ Telling us if you have a problem

# **TRANSPORT AND IDEA SERVICES**

## **USING IDEA SERVICES TRANSPORT**

### **Some things you might want to know**

- Cars and vans are shared in IDEA Services with other homes, staff and vocational/day services
- Some people also use the bus or train
- Some people use taxis and might get help with how much it costs
- Some people drive their own cars, ride their bikes or walk

**IDEA Services are responsible to support people to get to where they need to go in their local community**

# SAFETY AND IDEA SERVICES STAFF

## **Things you will be told about safety and IDEA Services**

- What to do if there is a fire/fire alarm or earthquake
  
- How to manage your medication
  
- How to make a complaint
  
- What to do if you are not happy
  
- How we plan for things – and meet your needs

## PLANNING YOUR LIFE

### **How do we know what is important to you?**

- Every year we take a special time to talk with you, your family and friends and write a plan about the things you want to do and achieve
- Sometimes people have other plans about work, behaviour and personal care

### **These plans have information about what is important to you**

- IDEA Services staff will support you to do the things in your plan
- Your plan will be updated every year
- You can tell us who you want at your planning meeting
- You can tell us what things you want in your plan
- You can tell us if your plan is not working and why you think it isn't working

## UNDERSTANDING YOUR MONEY

Yes, it does cost money to live in an IDEA Services home

### **What money you get**

- A benefit from the government
- Some people also get pay from their work

### **You pay a board fee to IDEA Services for**

- Food, power, gas and phone rental
- The rent of your home

### **The rest of your money is to spend on**

- The doctor, dentist bills, your clothes, recreation and personal things that you want
- Holidays and trips away including any staff costs
- Sky TV and/or internet connection if you want it – sometimes the cost can be shared with the other people you live with
- Your bedroom furniture
- Some transport

## **IDEA Services pay for:**

- ❑ Furniture in your home
- ❑ Some transport
- ❑ Staff to help and support you

IDEA Services gets money from the Ministry of Health or Government to pay for some of your support.

## **Banking**

You can have your own

- ❑ Cheque book
- ❑ Savings account
- ❑ ATM (Automatic Teller Machine) card

IDEA Services can help you decide what's best for you

IDEA Services will help you to budget or manage your money if you need or want us to

If you want more information ask for a copy of the fact sheet *IDEA Services fees and charges*

# QUALITY

Who makes sure IDEA Services are working for you?

## **IDEA Services does this by**

- People coming and looking at the services and your home to check them out
- Asking you what you think and listening to what is important to you
- Asking you and your family about services

## **Other organisations do this by**

- Checking that IDEA Services is doing what they said they would do
- Listening to complaints and investigating them
- Visiting services and talking to people

**The Government organisations who make sure things are working for you are the Ministry of Health, the Ministry of Social Development and the Health and Disability Commissioner**

# COMPLAINTS

## What if things aren't right for you

- First you need to tell IDEA Services staff. they must listen to you and explain to you what they will do
- If you are not happy with what staff say, then ask to talk to the IDEA Services Manager
- If you are still not happy, say you want to make a complaint - you can get help by phoning 0800 IHC IHC (0800 442 442)
- You can also contact the Health and Disability Commissioner 0800 11 22 33